



PATRICIA S. PLOEHN, LCSW  
Director

**County of Los Angeles**  
**DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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July 17, 2009

To: Supervisor Don Knabe, Chair  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

Board of Supervisors

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From:

*Patricia S. Ploehn*  
Patricia S. Ploehn, LCSW  
Director

**NOTICE OF INTENT TO NEGOTIATE A SOLE SOURCE CONTRACT WITH HUMAN SYSTEMS AND OUTCOMES, INC.**

This is to inform your Board that the Department of Children and Family Services (DCFS) intends to commence negotiations for a sole source contract with Human Systems and Outcomes, Inc. (HSO) on July 31, 2009. HSO is a for-profit management consulting and performance measurement organization that holds the copyright on a Quality Service Review Protocol, titled Quality Service Review for a Child and Family: A Reusable Protocol for Examination of System of Care Services for a Child and Family (QA Tool).

DCFS plans to use the QA Tool to evaluate the effectiveness of its case work practices, a critical component of the Katie A Strategic Plan, and a Katie A Settlement Agreement exit criteria. Incorporated within the Katie A. Advisory Panels' November 17, 2008 report to the Court are the following requirements for the County of Los Angeles: (1) monitor implementation of the Katie A. Plan; (2) approval of the performance indicators previously selected by DCFS and DMH to be tracked; and (3) identification of the Qualitative Service Review (QSR) process as a Settlement Agreement exit criteria.

As stipulated in the November 2008 report, representatives from the County of Los Angeles' Chief Executive Office (CEO), Department of Mental Health (DMH), and DCFS traveled to participate in benchmarking exercises of a Quality Service Review protocol and its installation for utilization throughout the State of Utah. After the November 2008 benchmarking visit, the County's Katie A. team (in consultation) with the Chair of the Katie A. panel, determined the best option is to obtain the QA Tool from HSO for use in measuring the effectiveness of DCFS' Case Work.

This QA Tool is a process based quality measurement instrument utilized to meaningfully measure the effectiveness of current Child Welfare operational systems and their implementation by applicable local governmental agencies. HSO developed this QA Tool

for primary use by local government agencies throughout the nation. Past HSO clients with similar target populations to DCFS are the State of New York Office of Children and Family Service and the New York City Administration of Children Services. HSO has also developed Quality Service Review protocols for several Casey Family Services locations in urban settings similar to those in the County of Los Angeles, i.e. Baltimore, Maryland; Bridgeport, Connecticut; and Portland, Maine.

It appears that if an executed contract is in place by September 1, 2009, based on the Rough Order Magnitude pricing submitted to the County by HSO in March 2009, HSO will be able to develop a quality service instrument that supports the County's Katie A Strategic Plan. This will result with Case Reviews using the new quality measurement tool beginning September 1, 2010.

DCFS will use Katie A. funds to pay for these services with 100% net County cost. An estimate for HSO's consulting design and implementation services is \$300,000. Funding for this contract is included in the 2009-2010 Katie A. Budget, which was approved by your Board on June 22, 2009. HSO was identified in the 2009, Katie A. Implementation Plan, Attachment A18 - Project Data Sheet, submitted to your Board by DCFS and DMH on March 27, 2009 (Attached).

The above stated reasons comply with the "Only one bona fide source for the service exists; performance and price competition are not available" category as stipulated in the County's Sole Source Contracting Policy Number 5.100 in the County of Los Angeles, County Code.

The preferred start date for this sole source contract with HSO as detailed in the Katie A. Implementation Plan is September 1, 2009.

If you have any questions or require additional information, please contact me or your staff may contact Armand Montiel, Board Liaison, at (213) 351-5530.

PSP:RML:ec

Attachment (1)

c: Chief Executive Office  
Executive Office, Board of Supervisors  
Acting County Counsel  
Katie A. Panel